

**Amendments to the Specification:**

*Please amend the paragraph beginning on page 17, at line 3 as shown below:*

According to a certain embodiment of the present invention, as depicted in Figure 2, vehicle inspection system 46, follow-up system 48 and concern resolution system 50 can be combined within a single system 58. It is understood that each system 46, 48 and 50 can also be stand-alone. Vehicle inspection system 46 can be utilized to facilitate the dynamic inspection of customer vehicles. Follow-up system 48 can be utilized to facilitate dealer follow-up relating to work done on a customer's vehicle. Concern resolution system 50 can be utilized to resolve customer concern's relating to their vehicle or an experience at an OEM or dealership. An example of system 58 that integrates systems 46, 48 and 50 is disclosed in Application No. 10/770,145, filed February 2, 2004, entitled "Computer-Implemented Method And System For Collecting And Communicating Inspection Information For A Mechanism", and is incorporated in its entirety herein by reference.

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